

FIG. 1

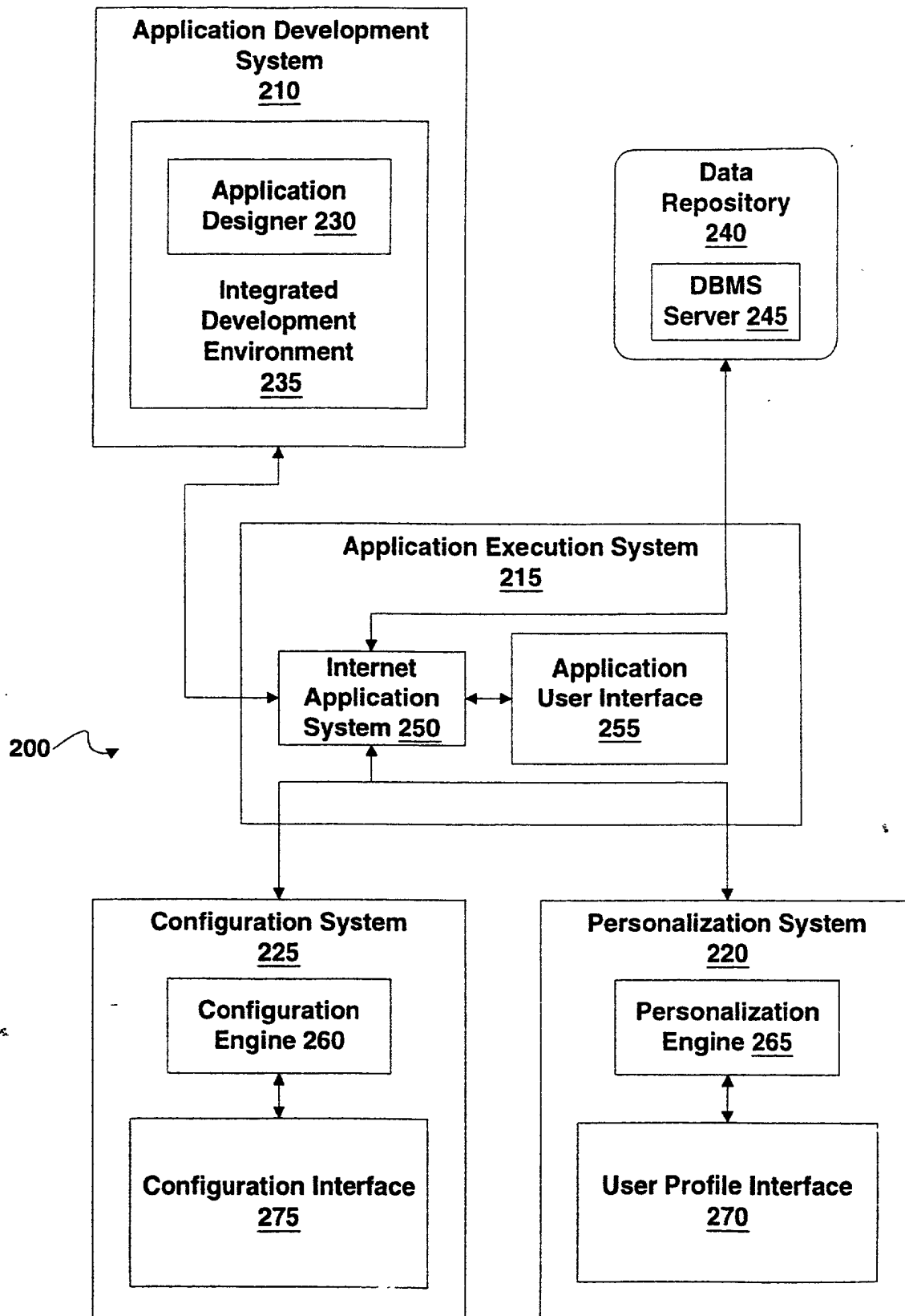
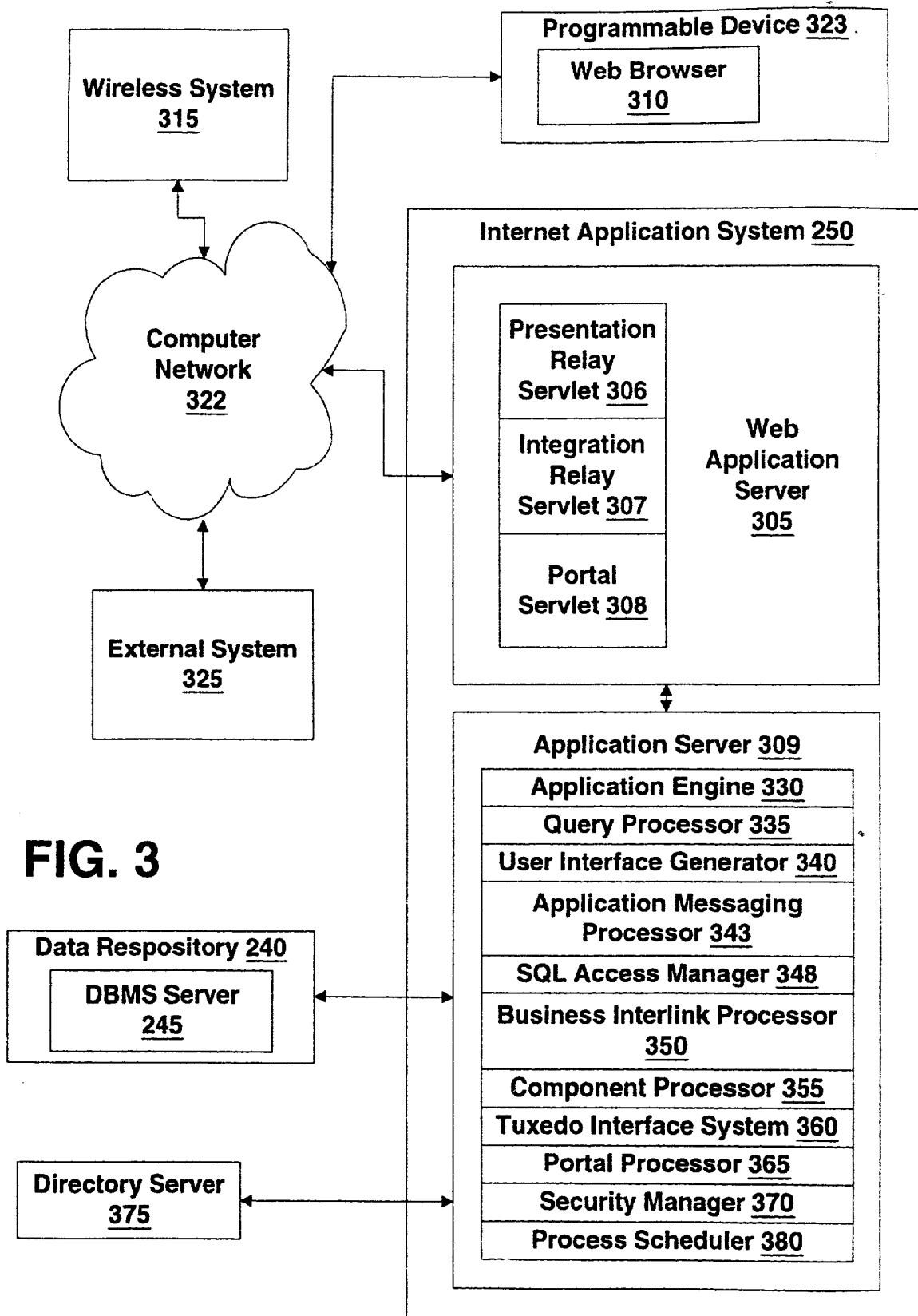


FIG. 2

20041015.0430



20040504001

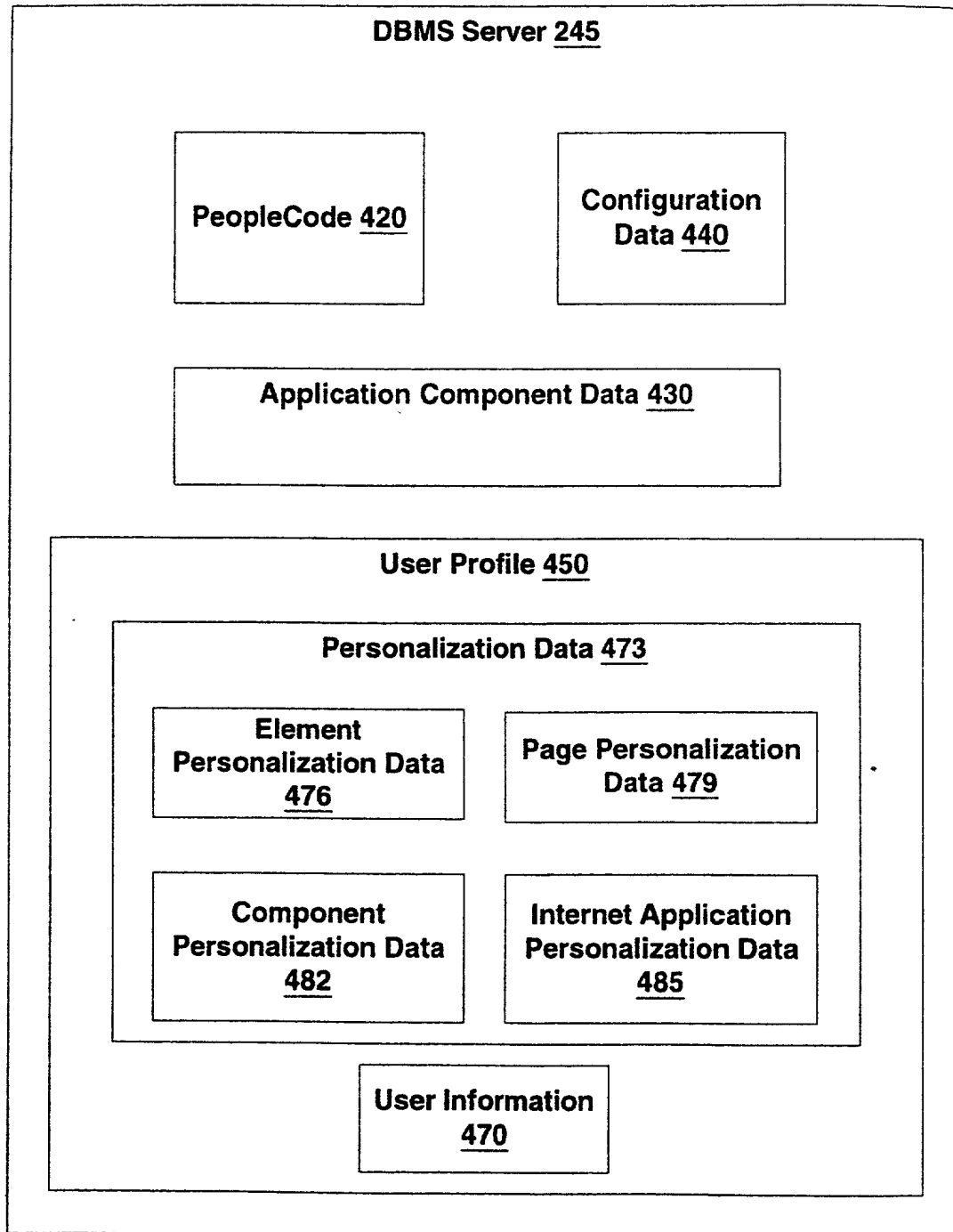


FIG. 4

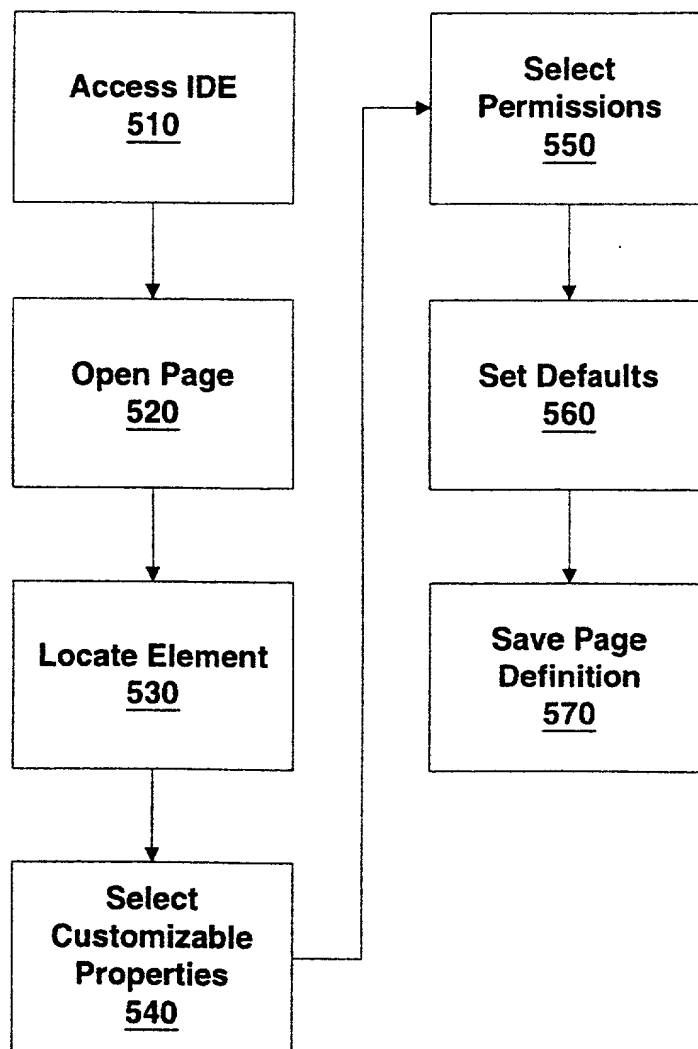


FIG. 5

Application Designer - Untitled - RC CASE HIDE (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

6100

620

630

640

Page Designer Order

Name	Department	Phone Type	Mobile Type	Preferred Contact Method	All Contact	Business Unit	Location	Phone	Email	Preferred Contact Details	Product	Lead To	Summary	Description	Summary
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX

CR000GA NUM

Ready

Fig. 6

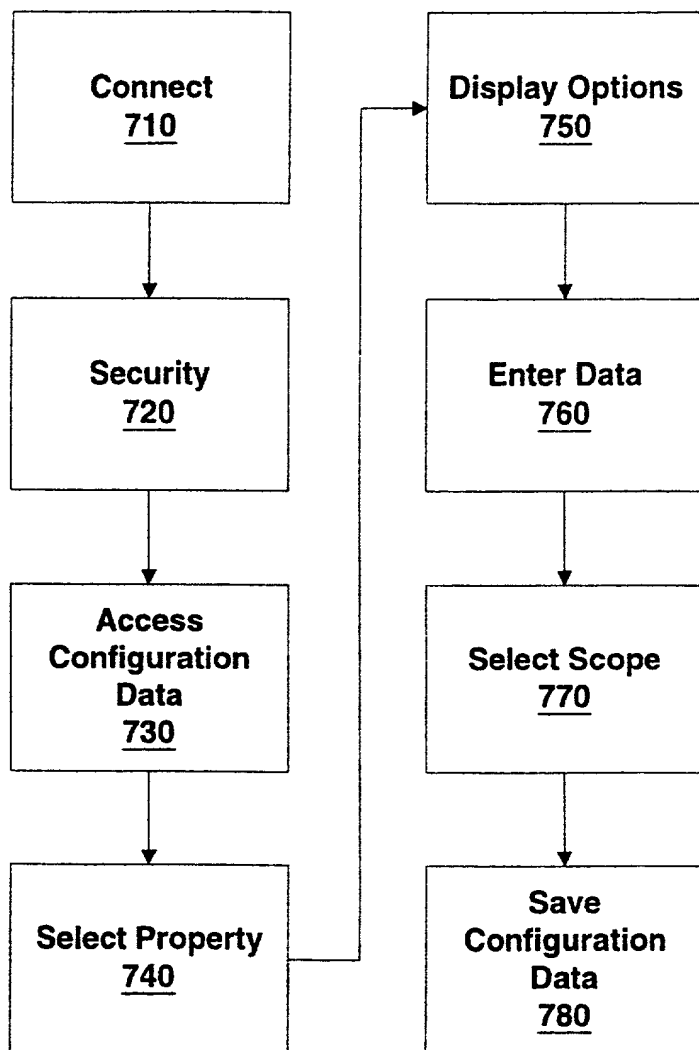


FIG. 7

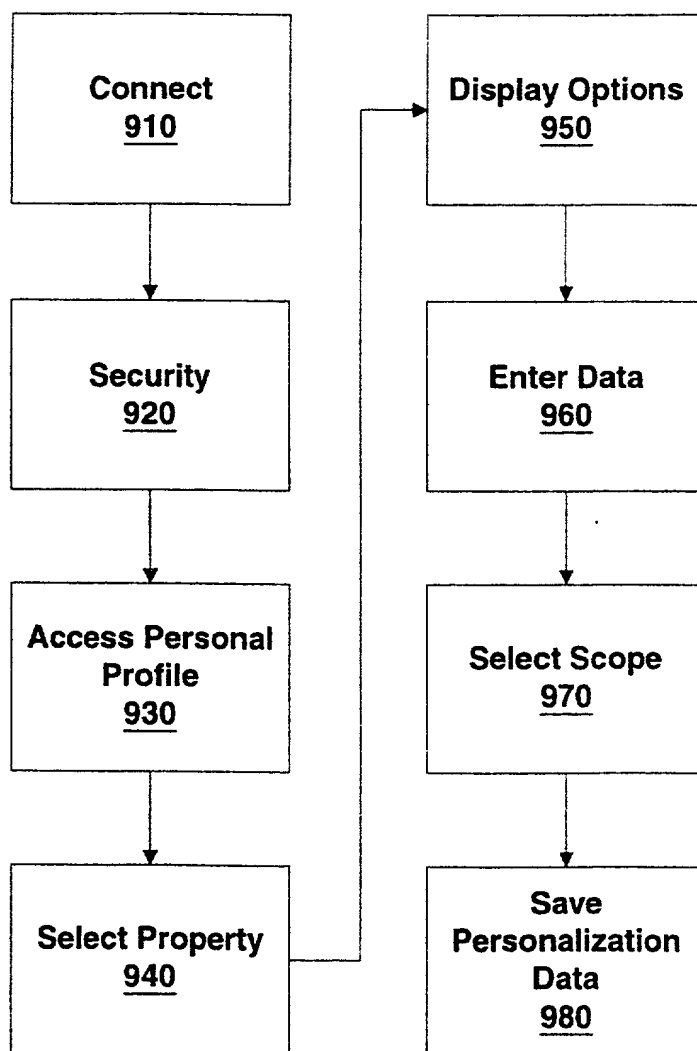


FIG. 9

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/jsp/WelcomeServlet?peopledef87/index.html

Go Links

Home PeopleTools Maintain Security Use My Profile

General Profile Information

Opriid for CRMSKT, CRMOABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: \$

Self Personalizations

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your readings

Alternate User ID: []

From Date: [] (example: 12/31/2000)

To Date: [] (example: 12/31/2000)

Miscellaneous User Links

New Window

Local Intranet

1005

1010

1020

270

FIG. 10A

270

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/user/clientservice/peoplesoft/home-stake

Home > PeopleTools > Maintain Security > User > My Profile

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input checked="" type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input checked="" type="checkbox"/> Explain
Decimal Separator		<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Explain
Save Confirmation	<input type="checkbox"/> Yes	<input type="checkbox"/> Explain
Save Warning	<input type="checkbox"/> Yes	<input type="checkbox"/> Explain
Time Format	h mm:ss (8 05 AM)	<input checked="" type="checkbox"/> Explain
Time Separator		<input type="checkbox"/> Explain
Thousand Separator		<input type="checkbox"/> Explain
Use Local Timezone	Yes	<input checked="" type="checkbox"/> Explain

Local Internet

1030

1060

830

Fig. 10B

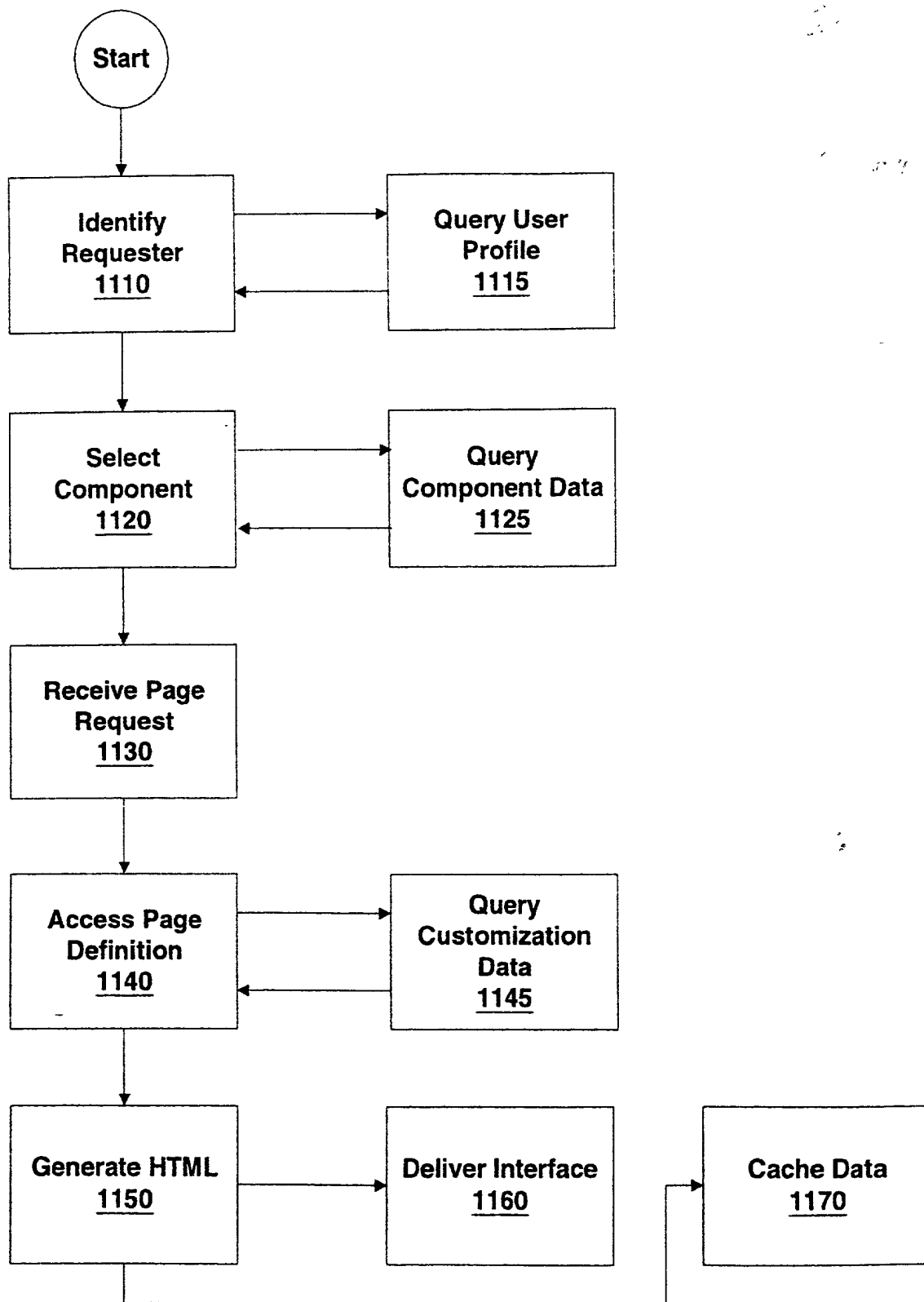


FIG. 11

1250

1210A

1210B

1210J

1210K

1210R

1210Z

Base Designer Order **N1220** **N1230**

Base Case: HDLING (Group)

N1240Z **N1240Z** **N1240Z**

Control Field Related Field Display Control

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field																			
0 Employees Informa	SubPage	EMP INFO GRD	DERIVED RC C																							
0 EmpID	Group Box	EMPID	DERIVED RC C																							
0 Contact ID	Edt Box	CASE CONTACT RC CASE	DERIVED RC C																							
0 Name	Edt Box	NAME SEARCH	DERIVED RC C																							
0 Person ID	Edt Box	PERSON ID	RC DRILDOWN																							
0 Business Unit	Edt Box	RC BU DESCR	DERIVED RC C																							
0 Business Unit	Edt Box	BUSINESS UNIT RC CASE	DERIVED RC C																							
0 Department	Edt Box	DEPTID	RB WORKER																							
0 Location Code	Edt Box	LOCATION	RB WORKER																							
0 Phone Type	Drop Down List	PHONE TYPE	DERIVED RC C																							
0 Phone Type	Edt Box	PHONE TYPE	RC CASE																							
0 Business Unit	Drop Down List	BUSINESS UNIT	DERIVED RC C																							
0 Phone	Edt Box	PHONE	DERIVED RC C																							
0 Extension	Edt Box	EXTENSION	DERIVED RC C																							
0 Email Type	Drop Down List	E_ADDR TYPE	DERIVED RC C																							
0 Email Type	Edt Box	E_ADDR TYPE	RC CASE																							
0 Email	Edt Box	EMAIL_ADDR	DERIVED RC C																							
0 Preferred Contact	Drop Down List	RC CONTACT	RC CASE																							
0 Preferred Contact	Edt Box	RC CONTACT	DERIVED RC C																							
0 Contact Detail	Edt Box	RC CONTACT	RC CASE																							
0 Contact Detail	Edt Box	CONTACT ID	RC CASE																							
0 Alt Contact	Edt Box	ALT NAME SEA	RC ALT CNTC																							
0 Problem Informa	Edt Box	PROBLEM INFO	DERIVED RC C																							
0 Product	Group Box	RC PRODUCT	DERIVED RC C																							
0 Product	Edt Box	PRODUCT ID	RC CASE																							

Unltd

38 p...

Build Find Object References Upgrade Results Validate

1200

Flu. 12

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <http://localhost:7001/services/identifiers/peoplesoft/cond-sata>

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001 ☐ Active ☐ Status: 1208 ☐ Address ID: 1330

Address Type: Business ☐ Description: 1320

Country: USA ☐ United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA ☐ California

State: CA ☐ California

Time Zone: PST ☐ Pacific Time, Tijuana

Last Modified: 07/25/2001 2:38PM PDT VP1

Postal: 94501

Submit

Phone Info

Phone Type Description Primary Prefix Telephone Phone Extension

Business ☐ Desk ☐ 001 925 894 9479

Done Local Intranet

1310

1340

1350

255

FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home Links

Address: http://localhost:7001/ser/vet/clientserv/peoplesoft/cnd-starta

Address Info

Address Svc: f

Address Detail

Effective Date: 07/25/2001 1340

Status: Active

Address Type: Business

Address ID: 1209

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA California

State: CA

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VF1

Postal: 94505

Subunit

Phone Info

Phone Type Description Primary Prefix Telephone Phone Extension

Business Desk 001 925 894 9479

1310

1340

1350

255

Fig. 13B

Address Detail	
1310	*Effective Date: 07/25/2001
255	*Address Type: Business
	Description:
	Country: USA <input checked="" type="checkbox"/> United States
1350	Address 1: PeopleSoft Parkway
	...

*Status:
*Address IC

FIG. 13C

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/services/InternetService/peopleDetail?and=staris

Address Info

*Address Set: [1] [Add] [Remove]

*Effective Date: 07/25/2001 [Edit] [Add] [Remove]

*Address Type: Business [Add] [Remove]

*Address ID: 1208 [Add] [Remove]

Description: [Add] [Remove]

Country: USA [Add] [Remove] United States

Address 1: PeopleSoft Parkway

Address 2: [Add] [Remove]

Address 3: [Add] [Remove]

City: Pleasanton

County: [Add] [Remove]

State: CA [Add] [Remove] California

Postat: 94505

Time Zone: PST [Add] [Remove] Pacific Time, Tijuana

Last Modified: 07/25/2001 2:38PM PDT VP1

Submit

Phone Info

*Phone Type: Description Primary Prefix Telephone

*Business: [Add] [Remove] Desk [Add] [Remove] 925 684 9479

*Phone Extension: [Add] [Remove]

*Phone: [Add] [Remove]

Local intranet

1310

1340

1350

1330

1320

1335

255

Fig. 13D

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Links

Address http://localhost:7001/clientservice/peoplesoft8/cond-starts



Home PeopleTools Maintenance My Profile

Personalization

Option	Default Value	Override Value
Accessibility Features		
Tab over Add/Del Buttons (+/-)	No	<input type="text" value="Explain"/>
Afternoon designator (PM, pm)	No	<input type="text" value="Explain"/>
Tab over Calendar Button	PM	<input type="text" value="Explain"/>
Currency Symbol	No	<input type="text" value="Explain"/>
Currency Symbol Position	\$	<input type="text" value="Explain"/>
Decimal Separator	Leading	<input type="text" value="Explain"/>
Date Format	MM/DD/YY	<input type="text" value="Explain"/>
Date Separator	/	<input type="text" value="Explain"/>
Local Time Zone	Pacific Time, Tijuana	<input type="text" value="Explain"/>
Morning designator (AM, am)	AM	<input type="text" value="Explain"/>
Multiple Row Insert	Yes	<input type="text" value="Explain"/>
Save Confirmation	Yes	<input type="text" value="Explain"/>
Save Warning	Yes	<input type="text" value="Explain"/>
Time Format	h mm ss (8 05 AM)	<input type="text" value="Explain"/>
Time Separator		<input type="text" value="Explain"/>
Thousand Separator		<input type="text" value="Explain"/>

FIG. 13E

Local intranet

Microsoft Internet Explorer

Address: http://localhost:7001/jsp/permissions/permissions.jsp?menu=1495

Home > PeopleTools > Maintain Security > Use > Permission Lists

General Pages PeopleTools Process Sign on Times

Permission List ALLPANELS

Description All Panels

Menu Name	Function	Edit Components
ADMINISTER_SECURITY	ADMINISTER_SECURITY	+
APPLICATION_ENGINE	APPLICATION_ENGINE	+
APPMONITOR	APPMONITOR	+
CALLCENTER	CALLCENTER	+
CIC_PAGELETS	CIC_PAGELETS	+
CNV_SCHEMA_MAP	CNV_SCHEMA_MAP	+
CRM_OPEN_WORKLIST	CRM_OPEN_WORKLIST	+
CRM_PORTAL_COMPONENTS	CRM_PORTAL_COMPONENTS	+
CRM_TRANSFORM_UTILITY	CRM_TRANSFORM_UTILITY	+
CTI_CONFIGURATION	CTI_CONFIGURATION	+
CUBE_MANAGER	CUBE_MANAGER	+
EDI_MANAGER	EDI_MANAGER	+
ESTABLISH_BUSINESS_UNITS	ESTABLISH_BUSINESS_UNITS	+
MAINTAIN_PRODUCT_CONFIGURATOR	MAINTAIN_PRODUCT_CONFIGURATOR	+
MAINTAIN_SECURITY	MAINTAIN_SECURITY	+
MAINTAIN_SOLUTION	MAINTAIN_SOLUTION	+

1495 ~ 1430 ~ 1440 ~ 1460

1420A ~ 1450

1420B ~

1410 ~

255 ~

1420P ~

FIG. 14A

202405201400T

1470

Grid Properties

General | Columns | Label | Use

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 1E

Unlimited Occurs Count (rows)

1480

1490

270

OK Cancel

FIG. 14B

20041015-04300

Menu			Permissions List		
Menu Name			Permissions List		
ADMINISTER_SECURITY			Edit Components		
APPLICATION_ENGINE			Edit Components		
APPROXIMATOR			Edit Components		
CALLCENTER			Edit Components		
CIC_PAGES			Edit Components		
CIVIL_SCHEMA_MAP			Edit Components		
CRM_OPEN_WORKLIST			Edit Components		
CRM_PORTAL_COMPONENTS			Edit Components		
CRM_TRANSFORM_UTILITY			Edit Components		
CTI_CONFIGURATION			Edit Components		
CUBE_MANAGER			Edit Components		
ECN_MANAGER			Edit Components		
ESTABLISH_BUSINESS_UNITS			Edit Components		
MAINTAIN_PRODUCT_CONFIGURATOR			Edit Components		
MAINTAIN_SECURITY			Edit Components		
MAINTAIN_SOLUTION			Edit Components		
MANAGE_INTEGRATION_RULES			Edit Components		
MBS_CHOICE			Edit Components		
MIXION			Edit Components		
PORTAL_ADMIN			Edit Components		
PORTAL_COMPONENTS			Edit Components		
PORTAL_PERSONALIZATION			Edit Components		
PROCESSMONITOR			Edit Components		
PROCESS_SCHEDULER			Edit Components		
QUERY_MANAGER			Edit Components		
RA_CAMPAIN_MANAGEMENT			Edit Components		
RA_CM_STRUCTURE			Edit Components		
RE_DEFINE_PRODUCTS			Edit Components		
RE_GENERAL_OPTIONS			Edit Components		
RE_INTEGRATION_OPTIONS			Edit Components		
RE_MANAGE_COMPETENCIES			Edit Components		
RE_MANAGE_CUSTOMER_INFORMATION			Edit Components		
RE_MANAGE_HUMAN_RESOURCE			Edit Components		
RE_PROCESS_INBOUND_TRANS			Edit Components		
RE_STRUCTURE_SEARCHING			Edit Components		
RE_WORKER_CALENDAR			Edit Components		
RC_SELF_SERVICE			Edit Components		
RC_SOLU_MGMT			Edit Components		
REPORT_BOOKS			Edit Components		
REPORT_MANAGER			Edit Components		
RF_AGREEMENTS			Edit Components		
RF_DEFINE_ITEMS			Edit Components		
RF_DEFINE_ITEM_CONTROLS			Edit Components		
RF_MGMT_ENTITLEMENTS			Edit Components		
RF_MANAGE_RMA			Edit Components		
RF_SERVICE_ORDER			Edit Components		
RF_STRUCTURE			Edit Components		
RI_CIC_HOME			Edit Components		
RI_INTERACTION			Edit Components		
RI_SETUP			Edit Components		
RI_DELTA_UTILITY			Edit Components		
RSF_FORECAST			Edit Components		
RSF_LEADS			Edit Components		
RSF_OPPORTUNITY			Edit Components		
RSF_PRTL			Edit Components		
RSF_SETUP_TABLES			Edit Components		
RSF_TERRITORY			Edit Components		
STRUCTURE_PROCESS_AUTOMATION			Edit Components		
STRUCTURE_RC			Edit Components		
TRANSLATE			Edit Components		
TREEMANAGER			Edit Components		
TREE_MANAGER			Edit Components		
UTILITIES			Edit Components		
WORKFLOW_ADMINISTRATOR			Edit Components		
WORKLIST			Edit Components		

Fig. 14C

225

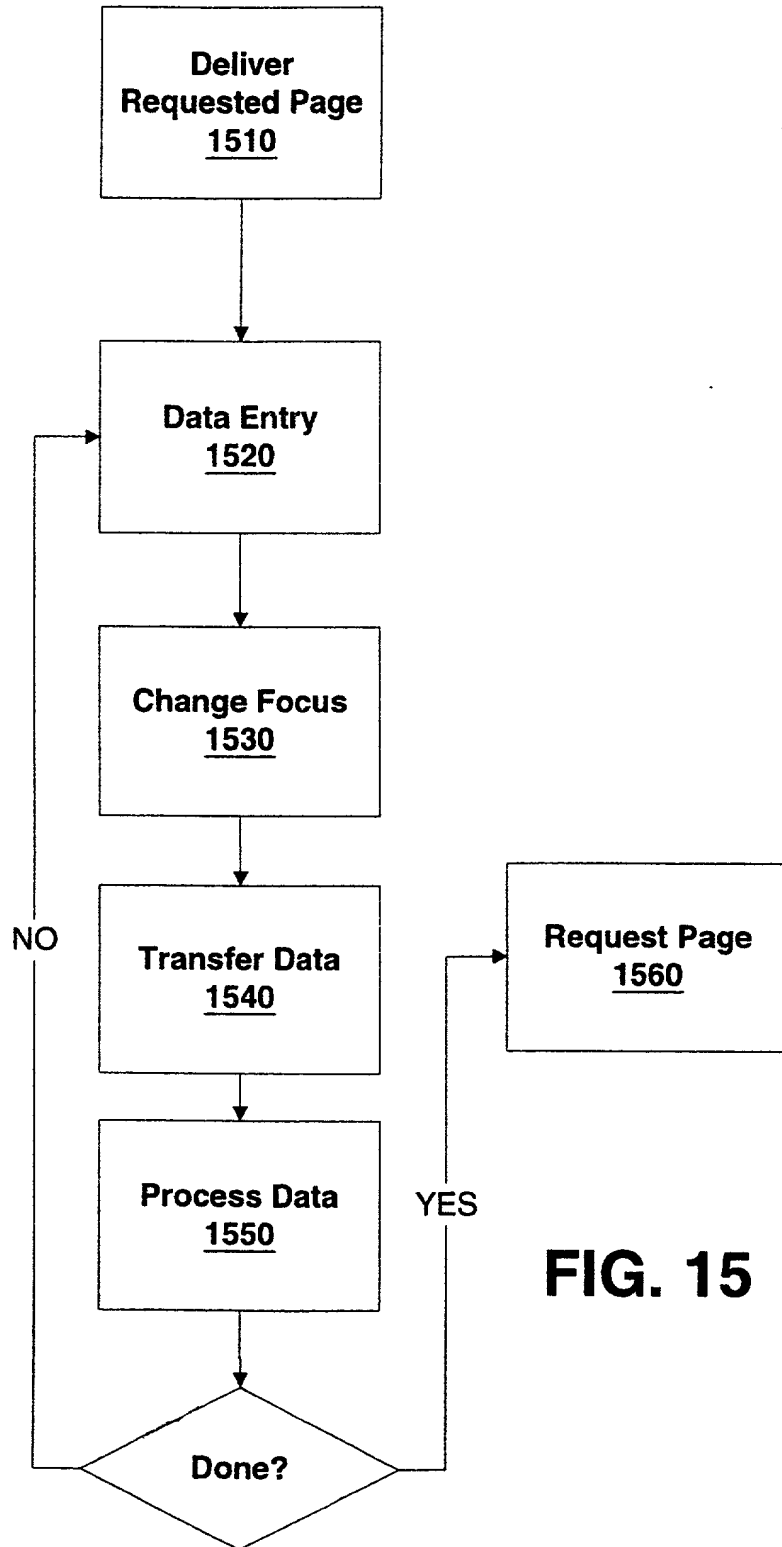


FIG. 15

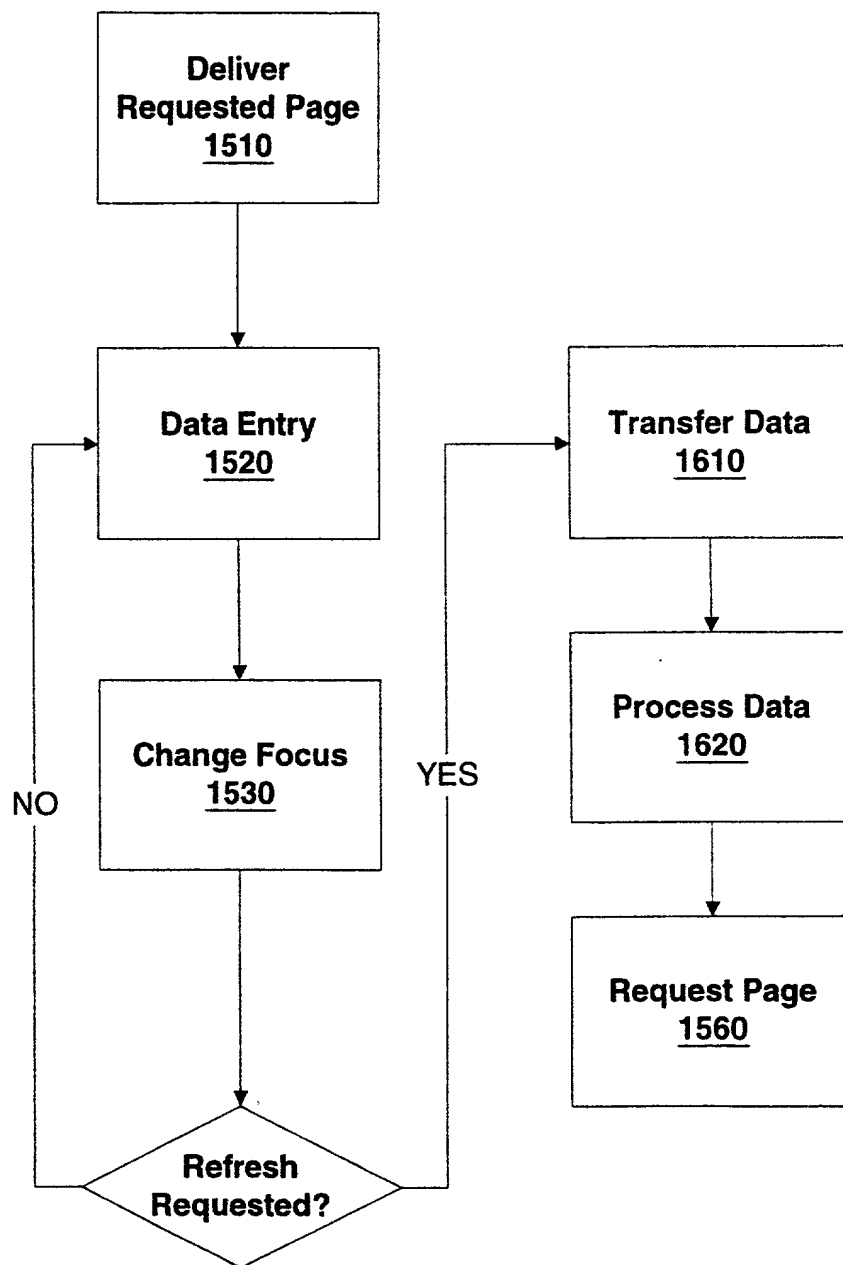


FIG. 16

2004-04-09 10:40:40

Component Properties

General | Use | Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View WorkList
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction

☒ Disable Toolbar

OK Cancel

275

1710

1720

1730

1740

FIG. 17A

2006-07-07 10:40:00

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home

Address: http://localhost:7001/services/clientside/record-status

Address Info

Address Set: [Active] [1208]

Address Detail

Effective Date: 07/25/2001 [Active] [1208]

Address Type: Business [1208]

Description:

Country: USA [United States]

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA [California]

State: CA [California]

Time Zone: PST [Pacific Time, Tijuana]

Last Modified: 07/25/2001 2:36PM PDT VP1

Post: 94505

Submit

Expert Entry ~1700

Phone Info

Phone: [925] [894] [9479]

Phone Type: Business [Desk]

Phone Description: [Desk]

Phone Prefix: [001]

Phone Extension: [9479]

Done

~255

1770

~1780

~1790

Fig. 17B